DOCUMENT RESUME

ED 402 498 CE 073 189

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TITLE	A Trainer of Trainers Model to Effectively Disseminate Multi-Media Tutor Training Program.
INSTITUTION	Interactive Images, Pittston, PA.
SPONS AGENCY	Pennsylvania State Dept. of Education, Harrisburg. Bureau of Adult Basic and Literacy Education.
PUB DATE	96
CONTRACT	99-6009
NOTE	12p.
PUB TYPE	Reports - Descriptive (141)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Classroom Techniques; Communication Skills; *Information Dissemination; Interactive Video; Interpersonal Competence; Models; *Multimedia Instruction; Optical Disks; *Statewide Planning; Teacher Attitudes; Teacher Effectiveness; *Trainers; Training Methods; *Tutors
IDENTIFIERS	353 Project; *Train the Trainer

ABSTRACT

In 1994-95, the firm Interactive Images developed an interactive laserdisc training program to train adult literacy tutors in four specific areas: interpersonal skills; communication skills; expectations of effective tutors; and incorporation of the skills of effective teaching into a tutoring session. In 1995-96, a trainer-of-trainers model was developed to provide a vehicle for dissemination of the interactive laserdisc training to adult literacy tutors throughout Pennsylvania. The trainer-of-trainers model developed called for training to be delivered in two stages. In the first stage, Interactive Images staff, six Tutors for Literacy Council (TLC) members and four regional tutor trainers attended a 2-day intensive workshop during which a hands-on approach was used to help the TLC members and tutor trainers become comfortable with the laserdisc training program's hardware and software. In the second stage, the facilitators traveled to each of four regional sites where they helped develop and implement follow-up training workshops. Interactive Images provided all necessary equipment, a presenter, and a technical support person at each regional session. The training program was received very positively and praised for its user friendliness, applicability in training tutors, and content. (Appended is information from an evaluation of the multimedia training program.) (MN)

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A Trainer of Trainers Model to Effectively Disseminate Multi-Media Tutor Training Program

ED 402 498

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Report Dates: July 1, 1995 to June 30, 1996

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Amount: $18,000

Contract #: 99-6009

The activity which is the subject of this report was supported in part by the U.S. Department of Education. However, the opinions expressed herein do not necessarily reflect the position or policy of the U.S. Department of Education or the Pennsylvania Department of Education and no official endorsement by these agencies should be inferred.

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Abstract

During the 1994-1995 fiscal year, Interactive Images received a grant which was used to develop an interactive laserdisc training program. The training program is intended to assist in the training of adult literacy tutors.

The interactive training program focuses on four specific areas which relate directly to effective teaching practices. The areas of instruction include interpersonal skills, communication skills, expectations of effective tutors, and a section depicting an effective tutoring session which incorporates the aforementioned skills.

Throughout the development phase of this project, Interactive images and the Tutors for Literacy Council had several input session to validate content and to design scenarios with truly emulate actual tutoring sessions.

The interactive laserdisc program utilizes state of the art technology. It incorporates the versatility of the Macintosh computer with a laserdisc player and TV monitor to provide an environment which is both flexible and motivational.

In order to maximize the utilization of this product, a systematic training and a plan for dissemination was developed and implemented throughout the 1995-96 fiscal year. Training focused on hardware usage and requirements as well as instruction regarding the software package and various techniques to maximize its effectiveness in the training process. Input from the demonstration sessions was very positive and resulted in continued refinement of the computer program. Highlights of the presentation schedule included COABE '96 and the National Laubach Conference.

Purpose

The general purpose of the project was to develop a trainer of trainers model to in-service individuals on a state-wide basis. This training model was designed to provide a vehicle for state-wide dissemination and included:

- an understanding of the hardware required to utilize the program and hands-on training regarding the usage of basic components
- training regarding installation of the software
- strategies to locate community resources in which appropriate hardware configurations can be located
- an overview of the content contained within each training module
- intense training concerning the basic operation of the interactive laserdisc training program
- various strategies and grouping patterns for conducting tutor training sessions

In addition, a goal of the project was to utilize input from various presentation groups to development a resource manual to assist with program set-up, operation, and educational integration of the interactive program.

Procedures

1. Initially, a two-day intensive seminar was conducted for TLCs at College Misericordia.

   Participants - Interactive Images staff, six members of the Tutors for Literacy Council, and the four regional tutor trainers

Curriculum - Understanding of the hardware and training on the usage of each component

Introduction to the Macintosh operating system

Disk booting and loading procedures

Strategies to access community resources

Overview of training module contents

Operation of the interactive laserdisc program

Strategies and grouping patterns for conducting tutor training

2. Conducted workshops in association with regional trainers at the following sites: Sharon (west), Delaware County (southeast), Pine Grove (central), and Carlisle (south central). These regional workshops included demonstration of the use and educational integration of the interactive laserdisc program. In addition to regional workshops, the program was presented at COABE 96, and the National Laubach Literacy Conference.

3. Design and develop a user friendly resource manual to assist first time users with techniques to accomplish the following: connect hardware devices, boot and load software, information regarding the modules contained in the interactive program, and suggestions regarding various strategies for program usage.

4. Used interviews of trainees to assess impressions regarding the program's

effectiveness, curricular content and flexibility, and identify areas requiring alteration.

Methods and Materials

The primary method of instruction in the first intensive workshop for TLCs emphasized a hands-on approach which allowed each trainee to become comfortable with both the hardware and the software. The facilitators modeled and individually assisted trainees at each session.

The facilitators then traveled to each of the four regional sites selected for dissemination to assist with the development and implementation of follow-up training workshops.

Interactive Images provided the necessary equipment for the regional presentations and provided a presenter and technical support person at each of the sessions.

Findings:

The intent of this project is to work collaboratively with the Tutors for Literacy in the Commonwealth to develop a trainer of trainers model to disseminate the interactive laserdisc program developed during the 1994-1995 fiscal year. The project provided intensive training with the regional coordinators and participants from the TLC group. Subsequent to the training session, regional workshops were held to introduce tutor trainers to the Effective Tutor Training program.

Evaluation of the program's effectiveness and applicability was conducted through individual interviews with participants attending the regional workshops and through feedback from the TLC group.

Findings were very positive in terms of user friendliness, applicability in training tutors, and content. The original design of the program was targeted at the individual or small groups working at a computer workstation. Necessarily, a workstation would have to include a computer, laserdisc player, and TV monitor. Discussions held with workshop participants resulted in unthought of applications and alternative uses.

One suggestion from a TLC was to use the package at a stand-alone station positioned in a library, or other public location as a recruiting tool. Others envisioned the video components being useful with large group interactions, using the scenarios to prompt discussion. In this application, the computer is not a necessary component of instruction, and a suggestion was made to design a disc map or bar code sheet that could be used with a laserdisc remote control device. That suggestion has resulted in the modification of the program package to include both a disc map and a bar code locator.

Another suggestion made by workshop participants was to give the end user the potential to store his or her own notes regarding topics within the computer program.. This suggestion is in line with the pre-programmed research that is contained in the computer program. The suggestion has resulted in a password protected path to a tutor trainer notebook that can be viewed but not altered by a

trainee.

The overall reception of the product was very positive (see appendix A - Evaluations from Northwest Tri-County Conference). In general, participants agreed that the product would be very useful in their training programs. The biggest concern is money for equipment. Several discussions centered around how and where to locate equipment that would run this and advanced software now entering the market. Many centers have antiquated equipment that cannot keep up with recent software developments, and will need to take action soon if they are to avail themselves of advancements in educational technology.

This project will help ensure that the developed training program will be utilized across the state for training of tutors, and as demonstrated, for the promotion of adult literacy volunteerism.

Appendix A
Evaluation Samples

June 6, 1996

Dear Interactive Images,

Rachael and I would like to thank you for presenting at the Region 1 and Region 4 Interregional Conference. I thought your presentation was very informative and helped me understand and appreciate your project. I wish you well and will gladly help promote your training program in any way I can.

Sincerely,

Bootsie Barbour
Region 1 Coordinator

JUN 10 REC'D

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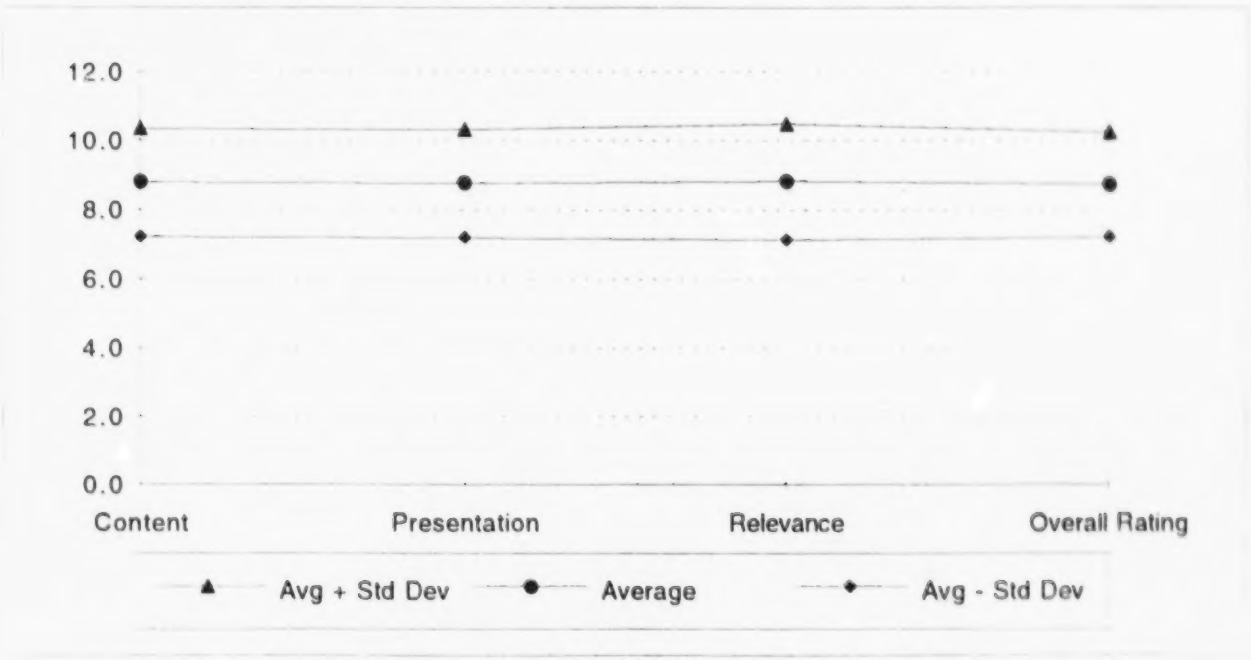
Effective Tutoring: A Multi-Media Training Program

Interactive Images

5/31/96

	Content	Presentation	Relevance	Overall Rating
Count	33	33	33	33
Avg + Std Dev	10.3	10.3	10.5	10.2
Average	8.8	8.8	8.8	8.7
Avg - Std Dev	7.2	7.2	7.1	7.2
Max	10	10	10	10
Min	5	4	4	5



Effective Tutoring:
A Multi-Media Training Program
Interactive Images
May 31, 1996

COMMENTS

Wonderful!
Computer foul-up.
Limited possible use.
Excellent - I'd like to use this in the future if we can affort it! (Hardware)
What a brilliant program! How creative and relevant!!
Excellent presentation! Maybe one short handout (overview) would be helpful.
My only negative response relates to number of Lit Programs that would have equipment to use new program - ie Laser Disk & MAC - more IBMs in use!!
Not ideal to have two groups in one close area.
I could see us using this in our tutor training sessions.
Very interesting!
Very interesting product!
It was difficult to follow because there was another presentation right next to us. That became very distracting because we were in a small room.
Great if a program has the money to buy the hardware for it!